

MASS. MA20.2: NO 82W / 989-990



312066 0272 8723 0

COMMONWEALTH OF MASSACHUSETTS

NORTHERN WORCESTER COUNTY SERVICE DELIVERY AREA

Training and Employment Security Systems

Phase One Plan

Fiscal Years 1989 to 1990

GOVERNMENT DOCUMENTS
COLLECTION

NOV 18 1988

University of Massachusetts
Depository Copy

Submitted by

MONTACHUSETT REGION PRIVATE INDUSTRY COUNCIL, INC.

and the

DIVISION OF EMPLOYMENT SECURITY

Michael S. Dukakis, Governor

Joseph D. Alviani, Secretary, Economic Affairs

Marlene B. Seltzer, Director, D.E.S.

- JOB TRAINING PARTNERSHIP ACT GRANT RECIPIENT -

City of Fitchburg

- DIVISION OF EMPLOYMENT SECURITY, ADMINISTRATIVE ENTITY (DES) -

Louise J. Meyer, Regional Director
Central Region

- JOB TRAINING PARTNERSHIP ACT, ADMINISTRATIVE ENTITY (JTPA) -

Patricia S. Gilbert, Executive Director
Montachusett Region Private Industry Council, Inc.

- DIVISION OF EMPLOYMENT SECURITY, AREA OFFICES -

FITCHBURG, Employment Service and Employment Network

GARDNER, Employment Service and Employment Network

CLINTON, Employment Service and Employment Network



Digitized by the Internet Archive
in 2014

<https://archive.org/details/northernworceste00mont>

NORTHERN WORCESTER COUNTY SERVICE DELIVERY AREA

Definition of Area

The Northern Worcester County Service Delivery Area (SDA) consists of 23 cities and towns, which are part of the following five (5) Massachusetts labor market areas: Fitchburg-Leominster, Gardner, Worcester, Boston and Lowell.

The Fitchburg-Leominster Labor Market Area is designated a Metropolitan Statistical Area (MSA). It contributes six (6) towns to the Northern Worcester SDA: Ashburnham, Ashby, Fitchburg, Leominster, Lunenburg and Westminster.

Four (4) cities and towns are included in the Gardner Labor Market Area. These are: the City of Gardner and the Towns of Hubbardston, Templeton and Winchendon.

The Worcester Labor Market Area is designated a MSA and contributes the following: Barre, Clinton, Princeton and Sterling.

Eight (8) towns are included from the Boston Labor Market Area, which is designated a Primary Metropolitan Statistical Area (PMSA). These are: Ayer, Berlin, Bolton, Groton, Harvard, Lancaster and Shirley.

The Lowell Labor Market Area, which is designated a PMSA, furnishes the town of Pepperell.

GOALS AND PROGRAM PRIORITIES

The Northern Worcester County Training and Employment Systems will focus their efforts on providing easy access to those programs which will enable all citizens to attain economic self-sufficiency.

The Montachusett Region Private Industry Council (MRPIC) will continue to place a strong emphasis on youth programs that encourage students to remain in school. Dropout prevention programs will be a high priority as a means to addressing a serious problem in the SDA.

Outreach, Intake, Assessment and Coordinated Referral Activities will be the prioritized targets of this focus. The MRPIC will also focus on supporting economic development initiatives in Northern Worcester County. The ability to provide rapid response to changing economic conditions in the SDA will be built into our system. We will offer the participants in JTPA, SYETP, ES/UI, ET and Dislocated Worker Programs the opportunity to explore the best possible avenue, based on their needs, to become an active participant in the labor force. By doing this, we are building a strong pool of trained applicants to meet the needs of the employers in the area. We will accomplish this goal by providing key services and activities as explained below.

COORDINATION STRATEGIES

1. JOINT STRATEGIES - DES/JTPA

The ultimate goal of the Montachusett Region Private Industry Council, Inc. and the Division of Employment Security is to consolidate functions wherever possible. Joint intake, assessment and referral to supportive services are areas which we will strive to unify during the program period. The initial phase of planning for joint intake and assessment is now underway. Staff from both the Fitchburg and Gardner DES Offices have been trained in the intake procedure. Additional technical assistance from the Central Office will allow us to strengthen the assessment component.

The Task Force currently studying the intake and assessment process consists of the SDA Director and staff, DES local office managers from Gardner and Fitchburg, the DES Regional Director and staff from the Division of Employment and Training Central Administrative Unit. Recommendations from the group will mold the process for the two year planning period. The consolidated system will be client-driven and extensive research on vendor capabilities, labor market needs and economic development issues will augment the process.

Coordination between DES and the SDA will also extend to the youth initiative local economic development issues and the critical area of increased service to the Hispanic population. This coordination will reflect the desires of the overall Mission Statement of the Private Industry Council.

2. SERVICES PROVIDED BY EMPLOYMENT SECURITY OFFICES

- a. SELF SERVICE - The Self-Service component of the Opportunity Job Centers will facilitate the quick and efficient matching of clients to existing job opportunities. The Self-Service area will be readily accessible to previously assessed "Job Ready" clients. Local job listings will be displayed on bulletin boards and clients will be encouraged to utilize the new user-friendly computerized matching system.

The major focus of our service will be securing "Opportunity Jobs" for our customers. Ideally, these jobs will pay \$6.25 per hour or higher and provide additional benefits to the employee. Intensive screening will be provided for employers who list their opportunity jobs, while minimal screening will be implemented for jobs falling below the established threshold.

An additional resource area will be available to clients. This self-help area will contain research pamphlets, booklets, job search aids and informative literature on training institutions, day care, and other pertinent supportive services. Equipment such as typewriters, copy machines, and word processors may be available for customer use as part of the self-service environment.

- b. POST EMPLOYMENT - DES will be contacting their customers at a specified time after they are placed in employment. These contacts will provide information that will enable them to assess the need for additional services as well as evaluating the effectiveness of the placement process.
- c. WORKSHOPS AND CASE MANAGEMENT - Job Search Workshops are designed to help provide job seeking skills for applicants. Client Case Management creates a professional but personal relationship between all registered job seekers and our interviewing staff.

NOTE: Job Search Workshops and Client Case Management have been implemented in all of our offices and promise to provide more efficient and accountable services to our customers.

- d. JOB PROSPECTING - At DES, Job Prospecting is essentially an employer service related function. It can best be described as the agency's "Opportunity Jobs" generator.

Job Prospecting involves those business-generating activities used by DES staff to obtain appropriate opportunity job listings from targeted companies for DES applicants.

The long-term goals of Job Prospecting is to develop relationships with opportunity job employers which result in on-going quality job listings. The focus of Job Prospecting is to increase the type, number and quality of job openings and placements, thereby achieving the agency priority of helping DES applicants obtain economic self-sufficiency and jobs with a future.

- e. CROSS TRAINING STAFF - The importance of cross-training to increase staff capacity and flexibility cannot be overemphasized. A cross-trained staff is prepared to address customer needs wherever they might arise, and adjust swiftly to workload changes. DES staff benefit by having the opportunity to learn new skills and new program areas and to then advance based on their broadened knowledge of DES operations.
- f. OPPORTUNITY JOB CENTER - Full service "Opportunity Job Centers" are two things: principles and places. First, they are based on five solid principles:
 - Increased types and amounts of service provided and tailored services for individual needs.
 - Establishment of a friendly milieu in which clients feel welcomed and comfortable.
 - Maximize the use of our time and energy towards employers who provide growth positions (opportunity jobs) for our clients.
 - Streamline our office procedures in order that our clients might have access to all of our services in a quick, easy and efficient manner.
 - Development of office teams by cross-training staff so that they can adjust swiftly to the total, current workload.

Secondly, they are places, locations or sites that house "job supermarkets". There will be five main services which are: Intake, Basic, Self, Supportive and Comprehensive Services. Between the principles and the places we will be providing Opportunity Job Centers that are dynamic, ever-growing, ever-changing entities which will serve people in an efficient creative manner.

3. JTPA PROGRAM GOALS

The JTPA Summer Youth Employment and Training Program will continue to target the economically disadvantaged 14 to 21 year olds, with an emphasis on youth from families receiving public assistance and "at-risk" youth, as defined in OTEP Policy Directive 87-32. Activities will include:

- A vocational exploration component, targeted to 14 to 15 year olds.
- A work experience component, for those youth aged 16 and older, providing an exposure to the demands and rewards of the world of work, pay for work completed and worksite counseling.
- Advanced academic instruction in basic mathematics and English skills will be provided to all youth assessed as behind in grade level.

Program goals will be to increase the probability of targeted youth remaining in and completing school, improving or maintaining academic grade levels and improving employability skills. In Fitchburg, SYETP and the developing Commonwealth Futures program will coordinate services to identified "at-risk" youth for effective, year-round assistance.

Other local issues center around furthering collaboration and cooperation between the different agencies delivering employment and training services in the SDA. Progress concerning these issues will be more fully covered in Phase II of the plan.

APPENDIX
ASSURANCES

A. PROGRAM, STANDARDS AND BUDGET ASSURANCES

1. Program and Standards Assurances

The administering agency will adhere to the service priorities and target groups selected by the PIC, including Employment Service priorities to dislocated workers, UI claimants, minority group members, and people who are disadvantaged. A comprehensive plan will contain goals and standards as prescribed under Section 106, and in accordance with state standards.

The administering agency will maintain equitable rates of service to demographic groups and to protected classes, and will also comply with Department of Public Welfare service agreements. For JTPA grants, the administering agency will maintain equitable rates of service to welfare recipients and high school dropouts, targeting services to those most in need and who can benefit from employment and training programs.

Specific levels of service by target group will be included in the comprehensive plan (by June, 1988), when funding levels and agency goals are available and when key coordination issues (III.) have been addressed jointly within the SDA for all programs, including JTPA, SYETP, ES/UI, MI, ET.

2. Budget Assurance

Budgets will be prepared in accordance with Section 108 when funding levels are available from all sources (JTPA, Wagner-Peyser, UI, TJTC, TRA, DPW) and will be included in the Comprehensive Plans.

3. Coordination Within Shared Labor Market Areas

Activities will be coordinated in SDAs that share a single labor market (Boston LMA; Athol-Orange LMA). Each SDA in these Labor Market Areas must assure that joint strategies will be outlined in the Comprehensive Plan to coordinate services and activities and to provide access by program participants in each SDA to opportunities throughout the entire labor market.

A. Program Assurances (Continued)

Director of the JTPA Administrative Entity

-----	-----
Signature	Name of Administrative Entity

-----	-----
Director's Name	Date

DES Employment Director

-----	-----
Signature	Date

Managers Name

B. SYSTEM CERTIFICATION ASSURANCES

1. Fiscal/Property/Procurement System Certification

The JTPA administrative entity assures that it will maintain procedures for fiscal control and accountability necessary to ensure the overall integrity and control of program resources that is required pursuant to standards established by the Job Training Partnership Act, applicable regulations, Policy Directives regarding verification of fiscal and accounting systems, and Policy Directives regarding procurement and non-duplication.

The subrecipient further assures that the required financial systems shall include at a minimum:

- o accounting and fiscal controls;
- o payroll;
- o cash management;
- o procurement and contracting;
- o property;
- o reporting;
- o needs-based payments; and
- o recordkeeping.

2. Selection of Service Providers

The administrative entity assures that procedures have been established for selecting service providers which are consistent with Policy Directives and Section 107 of the Job Training Partnership Act, and which take into account past performance in job training or related activities, fiscal accountability, and ability to meet performance standards. In addition, proper consideration shall be given to community based organizations as service providers.

The administrative entity assures that funds provided under the Job Training Partnership Act shall not be used to duplicate facilities or services available in the area (with or without reimbursement) from federal, state, or local sources, unless the Employment and Training Plan establishes that alternative services or facilities would be more effective or likely to achieve performance goals.

The administrative entity assures that appropriate education agencies in the service delivery area will be provided. The opportunity to provide educational services, unless the administrative entity demonstrates that alternative agencies or organizations would be more effective or would have greater potential to enhance the participants' continued occupational and career growth.

3. Personnel and Affirmative Action System Certification

The administrative entity assures that objective, written personnel policies and procedures, as applied, are on file and conform with the non-discrimination, equal opportunity provisions of state and federal law and the Policy Directive regarding certification of personnel/affirmative action systems.

B. System Certification (Continued)

The administrative entity assures that no portion of its job training program will in any way discriminate against, deny benefits to, deny employment to, or exclude from participation any person on the grounds of race, color, national origin, religion, age, sex, handicap, or political affiliation or belief.

4. Eligibility Determination and Verification/Client Assessment System Certification

The administrative entity assures that a system is in place to enroll only those applicants who meet the eligibility requirements of the Job Training Partnership Act or other applicable grants and that this system meets all minimum certification criteria in the Policy Directives regarding eligibility determination/verification and client assessment. Furthermore, the administrative entity assures that client assessment systems meet the state criteria established in the Policy Directive cited above.

5. Management Information/Client Tracking System Certification

The administrative entity assures that its participant management information system will meet JTPA recordkeeping and reporting requirements and will be able to provide for program accountability and monitoring for the fiscal year. The administrative entity further assures that a local management information system will be established and maintained in accordance with Policy Directives regarding specifications for participant management information systems and recordkeeping.

The administrative entity assures that procedures have been established for preparing an Annual Report to the Governor. The report will be in accordance with Policy Directives concerning JTPA reporting requirements and will include:

- a) a description of activities conducted during the program year;
- b) characteristics of participants; and
- c) the extent to which activities exceeded or failed to meet relevant performance standards.

6. Participant Follow-Up Systems Certification

The administrative entity assures that it will provide for a system to follow-up terminees and evaluate program performance, and that the participant follow-up system will be operated in accordance with the Commonwealth's policy on the participant follow-up system.

B. System Certification (Continued)

7. Program Monitoring System Certification

The administrative entity assures that it will monitor all programs funded through the Act in accordance with the Commonwealth's Policy Directives on Certification of Monitoring Systems.

Director of the JTPA Administrative Entity,

Signature

Name of Administrative Entity

Director's Name

Date

